



United States Department of the Interior

NATIONAL PARK SERVICE

Yosemite National Park
P.O. Box 577
Yosemite, California 95389

IN REPLY REFER TO:

C6210 (YOSE-BRM/Y4-16)

MAR 04 2019

Mr. Robert E. Concienne
Vice President – Operations
Yosemite Hospitality
P.O. Box 306
Yosemite National Park, California 95389

Dear Mr. Concienne:

Your 2018 Annual Overall Rating (AOR) is enclosed with this letter. This AOR is a reflection of your activities from January 1, 2018 through December 31, 2018. Your final AOR score for the 2018 season is 69.0, which translates to a “marginal” rating.

As you are aware, concessioners should not receive approval for a rate increase if they have an AOR score of marginal or unsatisfactory. Such scores represent failure for the concessioner to substantially meet visitor service standards and/or administrative requirements. While your score merits withholding rate approvals for the 2019 operating season, we are willing to allow conditional rate approvals to proceed given the following stipulations.

The Visitor Transportation System (VTS) must operate with a high degree of service and reliability going forward. As you are aware, we have received a substantial number of complaints related to the VTS in 2018, with visitors reaching a point of frustration that would compel unsafe behavior in the form of human chains and other angry behavior towards your shuttle drivers and fellow visitors. This cannot happen anymore. You must provide sufficient staff to operate and maintain a working VTS to the satisfaction of the National Park Service as reflected in the approved 2019 VTS budget.

You must adhere to the contract compliance items specified in your contract including submission of required reports and deliverables, charging correct rates, appropriate staffing, and providing required and authorized services on agreed opening and closing schedules and hours of operation.

While some degree of visitor complaints are to be expected, we expect your visitor satisfaction scores to remain above 60 percent. As we have discussed in previous settings, if scores fall below 60 percent, we will require detailed visitor comments, and may require you to implement a paper comment card system.

You must meet visitor service standards and administrative requirements for the remainder of 2019.

All rate approvals issued from the date of this letter for the remainder of the 2019 operating season will be conditional based upon the stipulations mentioned above. If the National Park Service determines that the stipulations are not being met by June 1, 2019, rate approvals issued from the date of this letter may be rescinded and additional rate increase requests will not be considered for the remainder of 2019. If the stipulations are met as of June 1, 2019, but do not continue throughout the year, rate approvals issued from the date of this letter may be rescinded and additional rate increase requests will not be considered for the remainder of 2019. All rescinded rate approvals will revert to 2018 amounts.

The National Park Service appreciates your continued commitment and effort to effectively serve both the public and the local community. We are choosing to allow this grace period because of the great partnership demonstrated by you and your staff. Your efforts during the Ferguson Fire and recent storms at the beginning of 2019 give us hope that you can turn operations around, and that we will not need to withhold rate increase approvals in 2019 nor in the future. We look forward to your improved performance this year, and to you receiving a superior score in 2019. If you have questions, please contact Concessions Management Chief David Miyako at (209) 372-0274.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael T. Reynolds".

Michael T. Reynolds
Superintendent